

APPENDIX B: SAMPLE WORKSHOP AGENDA



Optional pre-meeting social activity

Day one /

- Module 1: Welcome and Logistics
- Welcome from Consumer Leaders / recognizing sponsors
 - Introduction of Facilitators
 - Orientation to logistics
 - Review OARRS: (Outcomes/Objectives, Agenda, Roles and Rules)

- Module 2: Overview/Orientation to topics, e.g.
- History of patient safety locally, nationally or globally
 - Orientation to the “systems approach” to safety and “swiss cheese” model
 - Other context

(Some introductory materials on the organizations involved in this event and the history of the patient safety movement should be distributed as background for participants.)

- Module 3: Questions and Stories (Discover phase)
- Participant introductions -- Who are we? What brought us here?
 - What have we discovered? Learned? Changed? And with whom?
 - What can we offer each other? What can we create or accomplish together?

(This section will help meeting participants discover commonality, relate their own stories to others, reexamine their own thoughts and belief structures, build trust and develop positive images and attitudes.)

- Module 4: Big, Hairy, Audacious Dreams (Dream phase)
- Exercise: *If you could transform healthcare in any way you wish, what would it look like in 20 years and which three things would you change first?*

(As the module title implies, this section will help meeting participants articulate their boldest, most provocative hopes for the future. Language and images are often produced here which have the power to inspire transformation.)

Day Two /

- Module 5: Articulating the Dream (Dream phase continued)
- Review of Day One Work Product
 - Conversation, editing, shaping, wordsmithing to produce “provocative propositions” and word/images that inspire

(This session fosters collaborative creation of a polished work product, such as a declaration of purpose or pledge of commitment.)

- Module 6: Training or guest speaker
- Systems thinking 101
 - Communication skills training
 - Measurement techniques
 - Hand hygiene, medication reconciliation, or other hot topics

(Optional module if there is time in the agenda to help upskill participants)

- Module 7: "The Fishbowl"

(Optional module we have used to invite important guests in for informal Q & A with meeting participants)

- Module 8: Goal Setting (Design Phase)
- Development of mission, goals, values, principles or?
 - Prioritization

(As the module title implies, in this section meeting participants build on the images and emotions evoked by Discovery phase stories and Dream phase imagining what might be to the work of envisioning and designing the desired future.)

- Module 9: Action Planning (Destiny Phase)
- Timelines, resources, knowledge gaps, long and short term benchmarks
 - How will we know we are successful? Can it be measured?

(This session uses breakout groups to focus on the specifics of achieving “what will be” and how we will know when we get there.)

- Module 10: Wrap-up
- Finalization of work product
 - Making personal commitments
 - Next steps
 - Celebration/appreciation for what has been accomplished here.

(This session ends with an opportunity for every participant to share thoughts about what they have experienced and personal commitments for the future.)